GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1096
ANSWERED ON:29.11.2006
TRAI RULES FOR BROADBAND SERVICE
Budholiya Shri Rajnarayan

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) Whether the Telecom Regulatory Authority of India (TRAI) has introduced new rules to improve the broadband service; and

(b) If so, the main features of these new rules?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) TRAI has issued the Quality of Service of Broadband Service Regulations 2006 to prescribe the Quality of Service norms to be achieved by Broadband Service Providers. This regulation will come into force w.e.f. 1st January, 2007. The Regulation prescribes benchmarks for following Quality of Service (QoS) parameters:

Service Provisioning/Activation Time

Fault Repair/Restoration Time.

Billing Performance.

Response time to the customer for assistance.

Bandwidth Utilization/Throughput.

Service Availability/Uptime.

Packet Loss.

Network Latency.

Customer perception of Services.